

EXCEL INSPECTION SOLUTIONS LTD



THOROUGH EXAMINATIONS THAT WORK AROUND YOU



Our Mission

Excel Inspection Solutions (EIS) deliver statutory examinations across a wide range of passenger lifts including platform lifts, stairlifts, homelifts and goods lifts. Whether it's in a commercial or residential setting, we've got it covered.

We focus on working around you and your schedule, and endeavor to meet your every need, no matter what the environment. This way, we can provide seamless, stress-free inspection services that help you stay compliant with the Lifting Operations & Lifting Equipment Regulations (LOLER) 1998.

With a team of qualified and experienced Engineer Surveyors, EIS delivers consistently in-depth examinations, detailed reports and a friendly service that carries on long after the job has been completed.

Clients throughout London and the South of England put their trust in us and, as a member of the Engineer Surveyor Inspection Network (ESiNet), we have access to a national network of Engineer Surveyors. This means we can provide LOLER services across the entire United Kingdom.



What is required under LOLER?

The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 requires that all lifting equipment used at work is fit for purpose, appropriately used, and regularly examined by a competent person to ensure it is safe. They also state that the person conducting the examination must be independent. The act of the maintenance incumbent carrying out the LOLER examination is frowned upon as this is considered to be 'marking their own homework'.

How often a piece of lifting equipment needs inspecting, depends on how and where it is used. The easiest way to remember it is, if you yourself are being lifted by it, then the frequency of examination is every 6 months. For anything used to lift goods only, this frequency stretches out to every 12 months. Unfortunately, there's a little more to it than that but this general rule can be used for most scenarios. You can of course find out more by checking out LOLER for yourself. It won't be an easy read, but it'll be worth a few minutes of your time.

When it comes to passenger lifts, the 6 month rule applies. The same can be said for platform lifts used to carry people, stairlifts and homelifts. Goods lifts including dumbwaiters and most scissor lifts are examined every 12 months. There really isn't much more to it than that!

EIS provides trained and qualified Engineer Surveyors that meet the requirements set out in LOLER with regards to being independent and competent.



LOLER compliance can often be quite daunting, but it doesn't have to be this way. With the help of a friendly and supportive Engineer Surveyor, the process of keeping your lift compliant can be seamless.

Joe Ward, EIS





Overturning your PNAs

When a duty holder authorises a passenger lift LOLER inspection, they typically anticipate receiving their Report of Thorough Examination. The last document they wish to receive is a Plant Not Available Report (PNA).

Larger providers of LOLER inspections often instruct their engineers to issue a PNA for relatively minor issues, such as a flooded pit or inadequate shaft lighting. Additionally, their engineers are only allotted a few minutes to attempt to return a lift to service, if a malfunction occurs during the inspection.

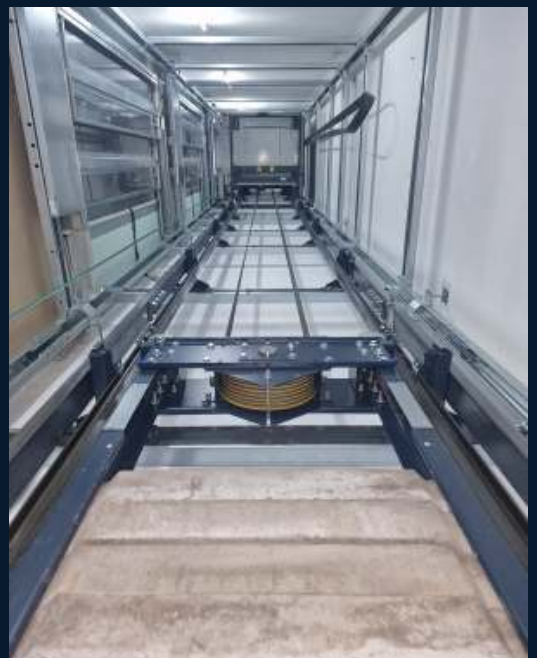
At EIS, we adopt a different approach. We believe that a LOLER inspection should not be halted due to factors such as inadequate lighting or similar trivial concerns. Our numbers speak for themselves :

In Autumn 2024, we were approached by a London Borough Council facing challenges in meeting their compliance targets. Their LOLER provider had issued 81 PNAs across their lift portfolio, and we were given an 8-week timeframe to conduct as many LOLER inspections as possible and provide Reports of Thorough Examination.

Despite our already packed schedule, we successfully resolved 78 of these PNAs in just 5 weeks, allowing the client to exceed their target.

How did we achieve this? Through a combination of evening and weekend work, ensuring our engineers had all necessary keys for site access, and equipping them with the essential tools and personal protective equipment (P.P.E.) to complete the tasks safely and efficiently.

In short, we go above and beyond for our clients.



Why choose us?



First and foremost, Excel Inspection Solutions offer LOLER thorough examinations that work around you. We understand the time constraints, scheduling irritations and general issues associated with running a business and maintaining your compliance with various regulations. This is why we aim to take as much pressure off our clients by offering additional benefits.

▶ **Free 24/7 support**

One of life's biggest gripes is not having our queries answered. That's why we offer free 24/7 telephone support to our clients and anyone else that needs it, every day of the year. We believe in offering people a chance to have their questions answered at all times and typically, they arise once a client has received their LOLER or PUWER report. It might be that they haven't understood an aspect of their report, or they may have received an unexpected servicing or repair bill from their maintenance provider. Whatever their need, we're here to help.

▶ **Weekend examinations at no extra cost**

Some passenger lifts work non-stop throughout the week and their continued service is imperative to the day-to-day running of a business. This is why we offer weekend examinations at no additional cost. This offers several advantages not only to our clients but also to us at EIS. Conducting an examination of a lift without hundreds of people requiring it makes our life a heck of a lot easier!

▶ **We work around you**

As we've already stated, we want to work with you at every turn. We can schedule our examinations in line with your maintenance provider's service visit. This leads to less downtime and means that defects can be relayed to the service engineer at the moment they're discovered. This often results in repairs being conducted there and then which is one less thing for you to worry about.

▶ **Easy access reports**

We use a cloud-based reporting system meaning our clients have access to their reports at all times. It also keeps a record of all their previous reports which is great for a company's QMS responsibilities. Our reports always include photographs that go a long way to helping our clients understand the meaning of the report content. All you need is a username and a password and you're all set...at no additional cost!

▶ **UK-wide coverage**

The UK has over 300,000 lifts and our Engineer Surveyors travel to many different sites to conduct just a small percentage of these. They might find themselves conducting an examination of a passenger lift in a high-rise tower block in the morning, a platform lift in a power station by lunch time and then finishing their day inspecting a stairlift in a care home. We always make sure our Engineer Surveyors have the correct accreditations for the site they're attending.

▶ **Extremely low PNA count**

As highlighted earlier, we are committed to ensuring our clients receive a Report of Thorough Examination rather than a PNA. While there are valid reasons for issuing PNAs, clients often receive them for minor issues. Concerns such as insufficient shaft lighting or water in a lift pit will not prevent us from conducting an inspection.



As a Facilities Manager, I need the best service possible for my buildings and staff, and EIS came highly recommended. The communication and service was first class as was their knowledge of the industry. I will be using EIS every 6 months to carry out my inspection and fully recommend them to any business.

Stephen Petley, Waymade PLC



The importance of LOLER and good maintenance

Like everything in this world, nothing lasts forever. The same can be said of lifting equipment, especially passenger lifts. But, with an appropriate maintenance schedule and regular LOLER thorough examinations, the lifespan of a lift can be increased dramatically.

We regularly receive enquiries from duty holders stating they weren't aware of the responsibilities placed on them by LOLER, but the good news for them is that they've made the most important step, reaching out to us to rectify the situation.

Once we're aware, we'll do everything we can to ensure that your lift receives an examination as quickly as possible, and whilst this is our primary focus, we also have a duty of care to remind you of the need to ensure your lift receives regular maintenance.

With both of these absolute 'musts' now setup, you'll be keeping your insurance provider happy (if you have a policy), you'll be compliant with LOLER, and you can sleep easy at night knowing you're doing everything you can to keep your lift in good working order.



EIS conducted a LOLER inspection for two of our lifts at Crafts Council. They arrived on time, were professional, very friendly, patient and helpful. They were very thorough in explanations given to us regarding how the LOLER inspection works. I highly recommend Excel Inspection Solutions Ltd for inspections.

Edi Salihu, Crafts Council



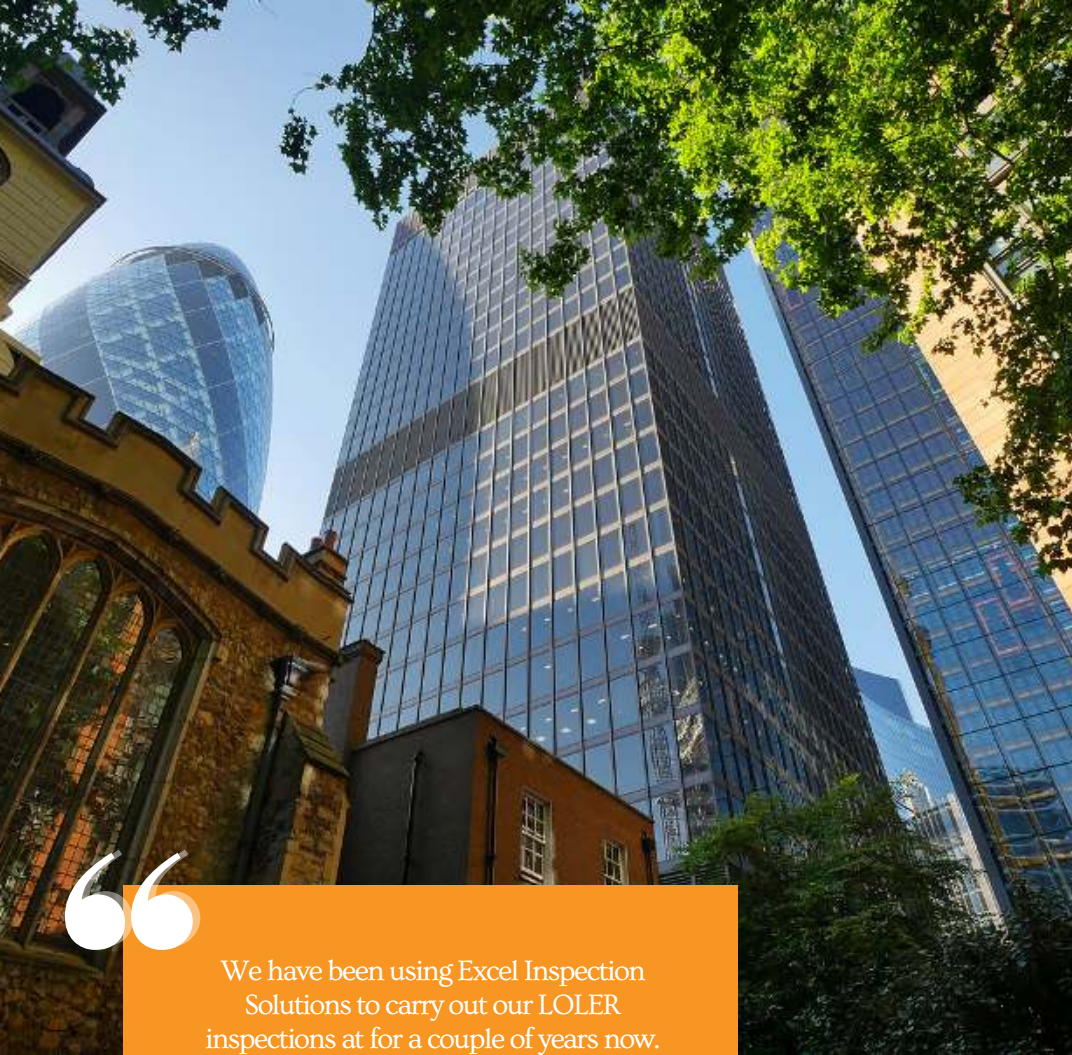


Excel Inspection Solutions Ltd are a highly efficient and helpful service provider, offering a very quick turnaround on last-minute inspections. Their detailed LOLER reports, complete with clear pictures of defects and observations, are a testament to their commitment to quality. The user-friendly portal system they offer allows for easy access to breakdowns of all reports, with the added convenience of instant downloading and printing.

Not only do they meet expectations, but they exceed them by going above and beyond for their customers. In a recent project where I entrusted them with 174 lifts to be completed within a tight 2-month timeframe, they delivered outstanding results. Additionally, Excel Inspection Solutions Ltd provided invaluable assistance in aligning data compliance and estates, offering first-hand reporting of any onsite issues for us to promptly address. I wholeheartedly recommend their exceptional services for their dedication to excellence and customer satisfaction.

Kylie Dennis O'Sullivan, OHG





“ We have been using Excel Inspection Solutions to carry out our LOLER inspections at for a couple of years now. Everyone in the team is very happy with the work, reports and suggestions from their Engineers. Thanks to them, we have been able to approach competent company's to do the maintenance of our lifts (we were in a huge mess previously) which are old and some in need of upgrading. EIS are always very helpful and professional, nothing is asking too much of them. They liaise with our current maintenance company's engineers in order to investigate all the issues that arise during inspections. In addition to being very professional and helpful we have great communication with them, they don't miss appointments and they make sure we get the reports on time. It really has been very fortunate for us to have learned about Excel Inspection Solutions because we can rely on them to ensure our lifts comply with health and safety and the staff now feel safe using them. I cannot recommend Excel Inspection Solutions highly enough.

Perla Garcia, Turkish Embassy

Other Services

- ▶ Excel Inspection Solutions specialise in passenger lift examinations which includes platform lifts, stairlifts, homelifts and goods lifts. All forms of lifting equipment are governed by LOLER so our Engineer Surveyors can also conduct examinations on cranes, forklift trucks, vehicle ramps, excavators, lifting tackle and many more items.
- ▶ We can carry out yearly function checks of Firefighting & Evacuation lifts as set out by the newly-formed Fire Safety (England) Regulations (F(S)ER) 2022.
- ▶ If you'd like an assessment of how well your lift is being maintained, we'd be happy to conduct a maintenance audit for you. There's nothing like a second opinion.
- ▶ It is likely that your building will include some form of non-statutory mechanical plant such as; small boilers, valves, pumps, calorifiers, pressurisation vessels and more. Our Engineer Surveyors can conduct PUWER inspections of these items.